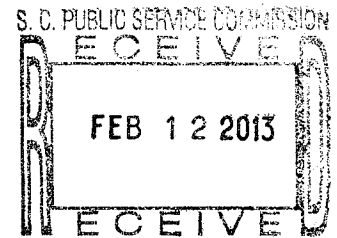


2013-12-A  
241782



February 5, 2013

**IMPORTANT NOTICE REGARDING COMPLIANCE & REPORTING**

Public Service Commission of SC  
Docketing Department  
Post Office Drawer 11649  
Columbia, SC 29211

**Re: *inContact, Inc.***  
***Authorized Utility Representative Form for Telecommunications Carriers***  
***For the Year Ended December 31, 2012***

To Whom It May Concern:

Enclosed please find the South Carolina Authorized Utility Representative Form for Telecommunications Carriers for the year ended December 31, 2012, filed on behalf of inContact, Inc.

Please contact Meghan Ruwet at (303) 663-0102 or [mtr@compliancegroup.com](mailto:mtr@compliancegroup.com) with any questions concerning this filing. Thank you for your assistance in this matter.

Sincerely,

Meghan Ruwet  
The *Compliance* Group  
Consultant  
Telephone: (303) 663-0102  
Email: [mtr@compliancegroup.com](mailto:mtr@compliancegroup.com)

**AUTHORIZED UTILITY REPRESENTATIVE FORM FOR TELECOMMUNICATIONS CARRIERS**

TYPE: ☒ IXC

☒ CLEC

☐ ILEC

☐ Wireless

**CERTIFICATED COMPANY INFORMATION**

<u>inContact, Inc.</u>	
Company Name	
<u>UCN, Inc.</u>	<u>(866) 541-0000</u>
Dbaf/fka	Telephone #
<u>7730 South Union Park Avenue, Suite 500</u>	
Mailing Address	
<u>Midvale, UT 84047</u>	
City, State, Zip Code	
<u>7730 South Union Park Avenue, Suite 500</u>	
Business Location	
<u>Midvale, UT 84047</u>	<u>Salt Lake</u>
City, State, Zip Code	County

**REGISTERED AGENT INFORMATION**

Registered Agent:	<u>National Registered Agents, Inc.</u>
Mailing Address:	<u>2 Office Park Court, Suite 103</u>
	<u>Columbia, SC 29223</u>
City, State, Zip Code	

**Pursuant to the Commission's rules and regulations, print or type company contact for the following areas:**

- Kimm Partridge (address as above)
- A. **General Manager** (Include Address if different than above)
- (866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
- Telephone Number / Facsimile Number / E-mail Address
- 
- Kimm Partridge (address as above)
- B. **Customer Relations/Complaints Representative** (Include Address if different than above)
- (866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
- Telephone Number / Facsimile Number / E-mail Address
- 
- Kimm Partridge (address as above)
- C1. **Customer Relations/Complaints Representative for Escalated Complaints** (Include Address if different than above)
- (866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
- Telephone Number / Facsimile Number / E-mail Address
- 800-669-3319
- C2. **Customer Contact** (Toll Free Number)
- 
- Kimm Partridge (address as above)
- D. **Engineering Operations** (Include Address if different than above)
- (866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
- Telephone Number / Facsimile Number / E-mail Address

- E. **Test and Repair** (Include Address if different than above)  
Kimm Partridge (address as above)  
Telephone Number / Facsimile Number / E-mail Address  
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com
- F. **Emergencies** (During Non-Office Hours)  
/ /  
Telephone Number / Facsimile Number / E-mail Address

**In addition, please provide the following company contact information to assist in proper routing of correspondence and invoices:**

- G. **Regulatory Officer** (Include Address if different than above)  
Kimm Partridge (address as above)  
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com  
Telephone Number / Facsimile Number / E-mail Address  
Kimm Partridge (address as above)
- H. **Dual Party Mailings** (Name)  
7730 South Union Park Avenue, Suite 500, Midvale, UT 84047  
(Mailing Address)  
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com  
Telephone Number / Facsimile Number / E-mail Address  
Kimm Partridge (address as above)
- I. **Interim LEC Fund Mailings** (Name)  
(Mailing Address)  
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com  
Telephone Number / Facsimile Number / E-mail Address  
7730 South Union Park Avenue, Suite 500, Midvale, UT 84047
- J. **Universal Service Fund Mailings** (Name)  
(Mailing Address)  
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com  
Telephone Number / Facsimile Number / E-mail Address  
Kimm Partridge (address as above)
- K. **Gross Receipts Mailings** (Name)  
7730 South Union Park Avenue, Suite 500, Midvale, UT 84047  
(Mailing Address)  
(866) 541-0000 / (866) 800-0007 / kimm.partridge@incontact.com  
Telephone Number / Facsimile Number / E-mail Address

Kimm Partridge  
**This form was completed by**  
Corporate Secretary

*Kimm Partridge*  
**Signature**

*2-6-13*  
**Date**

**Title**

RETURN COMPLETED FORM TO:

Public Service Commission of SC  
**Docketing Department**  
Post Office Drawer 11649  
Columbia, South Carolina 29211  
*And*  
Office of Regulatory Staff  
**Attn: Jeanne Gordon**  
1401 Main Street, Suite 900  
Columbia, South Carolina 29201